



**RESERVE BANK OF INDIA  
NEW DELHI**

**ND.CES.No. 1360 /09.09.08/ Med./2011-12**

**November 11, 2011**

Dear Sir,

**Inordinate delay by the TPA (Medi Assist India Private Limited) in delivering Identification Cards to retired employees**

With reference to your letter dated October 16, 2011 on the captioned subject addressed to the Governor, Reserve Bank of India, it is advised that the appropriate action has been taken by the Bank and all the cards returned undelivered have been either delivered or handed over to the respective MAF members by this Office in coordination with the TPA.

2. In this regard, the TPA has been advised to change their courier company and ensure timely communication to the retired employees. The TPA and the Insurance Company have been also advised suitably in the matter to ensure that such instances are not repeated in future.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Devinder Kumar'.

(Devinder Kumar)  
Assistant General Manager